

## ABSTRAK

**Latar Belakang:** Clinical Risk Management (CRM) merupakan pendekatan sistematis dalam upaya identifikasi, analisis, evaluasi, dan pengendalian risiko untuk meningkatkan mutu serta keselamatan pasien di rumah sakit.

**Tujuan:** Penelitian ini bertujuan untuk menganalisis faktor-faktor yang berhubungan dengan pelaksanaan Clinical Risk Management (CRM) di RS Pertamina Pangkalan Brandan

**Metode:** Penelitian ini menggunakan pendekatan kuantitatif dengan desain crosssectional. Jumlah responden sebanyak 180 orang tenaga kesehatan yang bekerja di RS Pertamina Pangkalan Brandan. Data dikumpulkan melalui kuesioner terstruktur dan dianalisis menggunakan uji univariat, bivariat (chi-square), serta regresi logistik multivariat untuk mengetahui faktor dominan yang memengaruhi pelaksanaan CRM.

**Hasil:** Hasil bivariat, seluruh variabel independen yaitu sistem organisasi ( $p=0,000$ ), kepemimpinan ( $p=0,000$ ), pemahaman budaya ( $p=0,000$ ), pelatihan ( $p=0,000$ ), komunikasi ( $p=0,000$ ), dan pemantauan analisis, evaluasi, serta pengendalian risiko ( $p=0,000$ ) menunjukkan hubungan signifikan terhadap CRM. Analisis multivariat menunjukkan bahwa variabel yang paling berpengaruh terhadap pelaksanaan CRM adalah komunikasi (OR=18,991; CI 95%=4,121– 87,523) dan pemantauan analisis, evaluasi, serta pengendalian risiko (OR=56,403; CI 95%=12,214–260,451).

**Kesimpulan:** Faktor-faktor yang secara signifikan memengaruhi pelaksanaan Clinical Risk Management di RS Pertamina Pangkalan Brandan adalah komunikasi dan pemantauan analisis, evaluasi, serta pengendalian risiko.

**Saran:** Pihak manajemen rumah sakit diharapkan meningkatkan efektivitas komunikasi lintas profesi melalui pelatihan komunikasi efektif, pengembangan budaya keselamatan, serta membangun sistem pemantauan risiko berbasis data dan evaluasi berkala.

**Kata Kunci:** Clinical Risk Management, komunikasi, pengendalian risiko, rumah sakit, mutu pelayanan

## ABSTRACT

**Background:** Clinical Risk Management (CRM) is a systematic approach to identifying, analyzing, evaluating, and controlling risks to improve the quality and safety of patient care in hospitals.

**Objective:** This study aims to analyze the factors associated with the implementation of Clinical Risk Management (CRM) at Pertamina Hospital Pangkalan Brandan, particularly in terms of organizational systems, leadership, culture, training, communication, and risk control.

**Methods:** This study employed a quantitative approach with a cross-sectional design. The total sample consisted of 180 healthcare workers at Pertamina Hospital Pangkalan Brandan. Data were collected using a structured questionnaire and analyzed using univariate, bivariate (chi-square), and multivariate logistic regression tests to identify the dominant factors influencing CRM implementation.

**Results:** Bivariate analysis indicated that all independent variables—organizational systems ( $p=0.000$ ), leadership ( $p=0.000$ ), cultural understanding ( $p=0.000$ ), training ( $p=0.000$ ), communication ( $p=0.000$ ), and monitoring, analysis, evaluation, and risk control ( $p=0.000$ )—were significantly associated with CRM. Multivariate analysis revealed that the most influential variables in CRM implementation were communication (OR=18.991; 95% CI=4.121–87.523) and monitoring, analysis, evaluation, and risk control (OR=56.403; 95% CI=12.214–260.451).

**Conclusion:** The factors that significantly influence the implementation of Clinical Risk Management at Pertamina Hospital Pangkalan Brandan are communication and the monitoring, analysis, evaluation, and control of risk.

**Recommendations:** Hospital management is advised to enhance crossprofessional communication effectiveness through communication training, the development of a safety culture, and the establishment of a data-based risk monitoring and periodic evaluation system.

**Keywords:** Clinical Risk Management, communication, risk control, hospital, service quality